

Trauma Program Manager

Definition

Under general direction, to coordinate interdisciplinary management across the continuum of trauma care, which includes the planning and implementation of clinical protocols and practice management guidelines, monitoring care of adult and pediatric inpatients, serving as a resource for clinical practice, and working collaboratively with the Trauma Medical Director to sustain trauma volumes for the Santa Clara Valley Medical Center Regional Trauma Center Program.

Distinguishing Characteristics

The Trauma Program Manager is responsible for the management and coordination of staff, and for directing, evaluating, and providing feedback to professional level employees who participate in the operations of the trauma program. The Trauma Program Manager classification is distinguished from the Program Manager classification series, in that the Trauma Program Manager is required to possess a current license as a Registered Nurse issued by the California Board of Registered Nursing and to have relevant education, training, and experience and demonstrated current competence in the care of adult and pediatric trauma patients through the continuum of care, prehospital through rehabilitation, and the prevention of traumatic injury.

Typical Tasks

- Manages the operational, personnel, and financial aspects of the trauma program;
- Hires, supervises, trains, and evaluates nursing and clinical support staff responsible for trauma program functions;
- Defines short- and long-term trauma program goals and initiates action plans with appropriate personnel;
- Develops and manages the process for approval of standards of care, policies, procedures, and protocols for the management of trauma patients and for other patients and services affected by the Trauma Program;
- Participates in development of an operating budget and methods for evaluating cost effectiveness of the Trauma Program and ensures budget meets annual allocation;
- Develops, coordinates, and maintains a registry of trauma patients; designs registry to facilitate performance improvement activities, trend reports, and research while protecting confidentiality;
- Advises division chairpersons, managers, and nursing supervisors on governmental and professional regulations affecting trauma care, and recommends any changes;

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- Monitors and evaluates departmental and individual responders in the Trauma network and recommends changes in staffing roles or patterns when so indicated;
- Provides inter-facility and regional professional staff development, participates in case review, implements practice guidelines, and directs community trauma education and prevention programs;
- Supervises the collection, coding, scoring, and developing processes for validation of data;
- Stabilizes the complex network of the many disciplines that work in concert to provide high quality care and serves as an internal resource for staff in all hospital departments;
- Acts as a liaison to Emergency Medical Services agencies and hospital administration and represents the trauma program on various hospital and community committees to enhance and foster optimal trauma care;
- Monitors clinical processes, outcomes, and systems issues related to the quality of care provided; develops quality filters, audits, and care review;
- Identifies trends and sentinel events; helps outline remedial actions while maintaining confidentiality;
- Participates in the development of trauma care systems at the community, state, or national levels;
- Co-chairs the Trauma Committee, coordinates follow-up actions and disseminates related information to appropriate persons;
- Participates in research projects and provides the analysis and distribution of research findings;
- Conducts and coordinates trauma-related research activities;
- Completes and oversees applications for external awards including but not limited to verification for level I/II Trauma by the American College of Surgeons;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties, as required.

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Employment Standards

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through possession of a Bachelor's degree in Nursing;

and

Three (3) years of clinical experience in emergency and/or critical care nursing, of which one (1) year includes administrative or supervisory experience. Experience with program development and evaluation is preferred.

Possession of a Master's Degree from an accredited university in Nursing, or in a management discipline such as Business Administration or Hospital Administration, is preferred.

Special Requirements

- Possession of a valid license as a Registered Nurse issued by the California Board of Registered Nursing;
- Current Advanced Cardiac Life Support certification;
- Critical Care (CCRN) or Emergency Nursing (CEN) certification;
- Sixteen (16) hours per year of continuing education in Trauma Care;
- Ability to travel to alternate locations in the course of work. If driving, possession of a valid California driver's license prior to appointment and the ability to qualify for and maintain a County driver authorization.

Knowledge of:

- County, State, and American College of Physicians & Surgeons regulations and standards for management of trauma patients;
- County, State, and American College of Physicians & Surgeons requirements for maintenance as a Regional Trauma Center;
- Principles, procedures, protocols, and clinical practice related to trauma care;
- Hospital organization and departmental relationships to the trauma care team network;
- Principles and methods of program coordination and evaluation;

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- National Clinical Practice Standards for maintenance of a Trauma Registry;
- Principles and methods of data collection, research, and quality assurance applicable to a trauma care setting;
- Current technology and trends relating to trauma care;
- Administrative methods and procedures.

Ability to:

- Communicate effectively, orally and in writing, at all levels within the hospital, with other County departments/agencies, and with the public;
- Plan, direct, supervise, train, and evaluate the work of subordinate staff;
- Plan, develop, and facilitate a complex modern Trauma Center's operation in cooperation with other medical and nursing professionals;
- Develop and analyze data and maintain accurate records;
- Participate in budget preparation.

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